

## **Grievance / Complaint Form**

Tell us what you think and help us at Kotak serve you better. Please mail this duly signed form to:

**Kotak Mahindra Bank Ltd**

**Regd Office: 36-38A, Nariman Bhavan, 227, Nariman Point, Mumbai 400 021**

**Date:**\_\_\_\_\_

**Name of customer:** \_\_\_\_\_

**Details of the Grievance / Complaint: If space is not sufficient, please enclose separate sheet.**

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**Contact No. (Office No)**\_\_\_\_\_ **(Resident No)**\_\_\_\_\_

**(Mobile No)**\_\_\_\_\_ **(Fax No)**\_\_\_\_\_

**(Email)**\_\_\_\_\_

**Kotak Branch :**\_\_\_\_\_ **(link to list of branches)**

**CRN No.**\_\_\_\_\_

**Account Number/Loan A/C No :**\_\_\_\_\_

**Type of Account :**      ☐ Savings      ☐ Current      ☐ Term Deposit  
                                 ☐ Demat      ☐ Loan A/c      ☐ Others

**Details of previous complaint lodged (if any):** ☐ Yes ☐ No

**Date of previous complaint:**\_\_\_\_\_

**Date of response by the bank:**\_\_\_\_\_

\_\_\_\_\_  
**Signature of Customer**

For further assistance with Kotak NRI products or services, please feel free to reach us through:

- **Customer Contact Centre:** You may call our 24 hrs Customer Contact Centre at toll free numbers 1800 11 6022 (North India) and 1800 22 6022 (Rest of India) and register your complaint. (Click here if Toll Free services are not supported by your service provider)
- **Email:** You may email us at [Customer.feedback@kotak.com](mailto:Customer.feedback@kotak.com) and register your complaint.
- **Letter:** You may write a letter to us at Kotak Mahindra Bank Ltd. P.O. Box: 16344, Mumbai - 400013
- **Branch:** You may meet the Branch / Service Manager of any branch and register your complaint. See a list of our branches. ([link](#))
- **Net Banking:** In case you are registered for Net Banking services, you may log on to your net banking profile, go to the “My Mail” tab and register your complaint
- **Product Nodal Officer:** In case of non- response within 10 working days or if the response received is not satisfactory, you may escalate your grievance to the Nodal Officer assigned to each product. See a list of our Nodal Officers. ([link](#))
- **Banking Ombudsman:** Further, if you do not get a satisfactory response from our Nodal Officer within 30 working days of receipt of your complaint / grievance, you may write to the Banking Ombudsman. ([http://www.kotak.com/Kotak\\_BankSite/common/ombudsman.htm](http://www.kotak.com/Kotak_BankSite/common/ombudsman.htm))